

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Sioux Rubber & Urethane

Iowa Center for Industrial Research and Service

ISO 9000:2000 Implementation at Sioux Rubber & Urethane

Client Profile:

Sioux Rubber & Urethane, founded in 1984, specializes in the application of rubber and urethane to industrial parts and components. Common examples of rubber-face application are: tumbling barrels, cyclones, pump and fan housings, impellers, hoppers, chutes and tanks. The rubber and urethane applications protect against chemical attack, impact damage, sliding abrasion damage or noise problems. The company is located in Sioux City, Iowa, and employs approximately 10 people.

Situation:

Sioux Rubber & Urethane's plant manager was approached by a key customer to consider pursuing an ISO 9000:2000 Quality Management certification in order to remain a qualified supplier. By defining a quality management, the plant manager felt that Sioux Rubber could better demonstrate the ability to produce a consistent quality product, and would be a driver for continuous improvement. The Center for Industrial Research and Service (CIRAS), a NIST MEP network affiliate, was contacted for assistance.

Solution:

The CIRAS field specialist provided education on understanding of the ISO 9000:2000 standard, followed by the development of a plan for implementation which was executed successfully.

Results:

- * Achieved ISO 9000:2000 certification.
- * Developed continuous improvement process to better serve customers.
- * Achieved a more competitive and profitable position.

Testimonial:

"Because of all the work that is involved in the application, auditing, and ongoing auditing requirements, it is unusual for a small company of our size to obtain ISO 9000:2000 certification. But we believe that this certification is important because it serves as a way to confirm to our customers that we are doing everything that can be done to ensure that our products meet their quality requirements. Without the assistance of CIRAS, we probably wouldn't have gotten through the process."

Joe Wren, Plant Manager